

DRAWINGS
FOR
APPLICATION
FOR
UNITED STATES LETTERS PATENT

TITLE: ESTABLISHING COMMUNICATION BETWEEN A
REMOTE AGENT AND AN END-USER

APPLICANTS: MICHEL BURGER AND ANNE HARDY

FIGURES: 1 through 2

SHEETS: 2

CERTIFICATE OF MAILING BY EXPRESS MAIL

Express Mail Label No EL227256495US

I hereby certify under 37 CFR §1.10 that this correspondence is being deposited with the United States Postal Service as Express Mail Post Office to Addressee with sufficient postage on the date indicated below and is addressed to the Commissioner for Patents, Washington, D C 20231.

Date of Deposit March 15, 2001

Signature

Samantha Bell
Typed or Printed Name of Person Signing Certificate

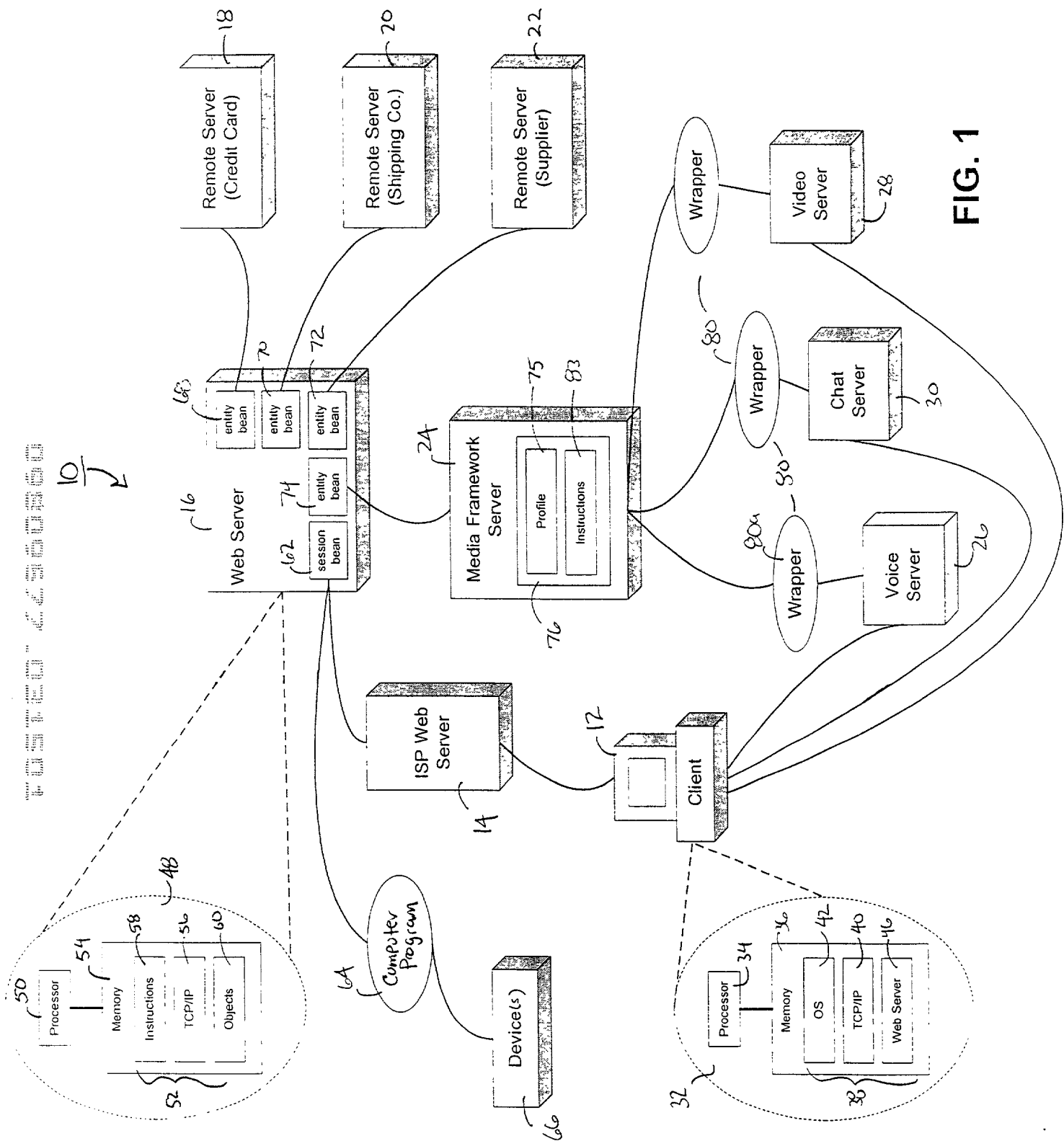


FIG. 1

RECEIVE END-USER
CONTACT INFORMATION

84

STORE CONTACT
INFORMATION IN
PROFILE

86

RECEIVE
COMMUNICATION MODE

88

PROVIDE CONTACT
INFORMATION AND
COMMUNICATION MODE
TO COMMUNICATION
SERVER

90

82
↓

FIG. 2